

S/N 09/746,508

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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|-------------|--|-----------------|------------------------------|
| Applicant: | Willis | Examiner: | Kramer |
| Serial No.: | 09/746,508 | Group Art Unit: | 3627 |
| Filed: | December 26, 2000 | Docket No.: | 20009.0001US01 (BS99-184) |
| Title: | TECHNICIAN COMMUNICATIONS SYSTEM WITH AUTOMATED CLAIMS PROCESSING | | |

RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

This communication is responsive to the Office Action mailed on April 14, 2006.

Remarks begin on page 2.